

Application No. 09/875,996  
Amendment filed July 27, 2004  
Reply to Office Action dated February 27, 2004

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### **Amendments to the Claims**

The listing of claims below replaces all prior versions and listings of claims.

#### ***Listing of Claims***

Claim 1 (Currently Amended): A method of providing support to a mobile communications unit comprising the steps of  
generating a support request at said mobile unit,  
sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,  
receiving said support message at said remote support location,  
generating support information enabling solving of said one or more problems at least partially, and  
providing said support information at said mobile unit by sending a message containing update and/or support information enabling the mobile unit to perform an automatic update of the settings thereby correcting said one or more problems.

Claim 2 (Previously Presented): A method according to claim 1, wherein said support request is generated on the basis of one or more of the following  
a user action,  
a message received from said remote support location,  
any internal event like a timer event, an error event, etc., or  
a status check performed at a regular time interval.

Claim 3 (Cancelled)

Claim 4 (Previously Presented): A method according to claim 1, wherein said support information is comprised in an SMS message.

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Claim 5 (Previously Presented): A method according to claim 1, wherein said support information comprises information regarding/representing one or more of the following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- which hardware/physical/functional units/modules that are or have been connected with said mobile unit, or
- other relevant information.

Claim 6 (Previously Presented): A method according to claim 1, wherein said mobile unit is a mobile phone.

Claim 7 (Previously Presented): A method according to claim 1, wherein said sending of said support message to said remote support location is based on contact information relating to a phone number or an IP address, and said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,
- entered by a user, or
- a part of said message received from said remote support location.

Claim 8 (Currently Amended): A system for providing support to a mobile communications unit comprising

- means for generating a support request at said mobile unit,
- first communications means for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,

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second communications means for receiving said support message at said remote support location,

means for generating support information enabling solving of said one or more problems at least partially, and

means for providing said support information at said mobile unit via said second communications means by sending a message containing update and/or support information via second communications means enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

Claim 9 (Previously Presented): A system according to claim 8, wherein said support request is generated on the basis of one or more of the following

- a user action,
- a message received from said remote support location,
- any internal event like a timer event, an error event, etc., or
- a status check performed at a regular time interval.

Claim 10 (Canceled)

Claim 11 (Previously Presented): A system according to claim 8, wherein said support information is comprised in an SMS message.

Claim 12 (Previously Presented): A system according to claim 8, wherein, said support information comprises information regarding/representing one or more of the following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware, firmware, etc. in said mobile communications unit,

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which hardware/physical/functional units/modules that are or have been connected to said mobile unit, or other relevant information.

Claim 13 (Previously Presented): A system according to claim 8, wherein said mobile unit is a mobile phone.

Claim 14 (Previously Presented): A system according to claim 8, wherein said sending of said support message to said remote support location via said first communication means is based on contact information relating to a phone number or an IP address, and that said contact information is one or more of the following  
stored in the mobile unit,  
stored on a SIM card,  
entered by a user, or  
a part of said message received from said remote support location.

Claim 15 (Previously Presented): A method of providing support to a mobile communications unit comprising the steps of:  
generating a support request at said mobile unit;  
sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems;  
receiving at said mobile unit, in response to sending the support message, a message containing an update or support information, the update or support information addressing said one or more problems at least partially.

Claim 16 (Previously Presented): A method according to claim 15, wherein the mobile unit performs an automatic update of settings using the message containing the update or support information.

Claim 17 (Previously Presented): A method according to claim 15, wherein said support information is comprised in an SMS message.